

## Puzzel Contact Centre - Release Notes January 26th 2021

This article provides an overview of changes and additional features included in the Puzzel Contact Centre Solution release, implemented in the evening of **January 26th, 2021**.

The changes made in this release mainly concern the **Chat Application**, **Agent Assist** and **Salesforce integration**.

### Note

Unfortunately a bug was found in the releases' Agent Application component, forcing us to roll back to the previous version. The agent application component itself was a pure bug fix release and we will aim to deploy it bug free in a soon to come maintenance window.

### Note

Note that some of these features may require a customised set-up before they can be activated. In addition, some features may have a set-up and/or monthly cost element associated to it.

## Chat Application

For our new chat solution we are adding support for page tracking and bot-agents. With this release we are on a high level covering the same functionality in the new chat as in the "old" chat. There are still minor adjustments and improvements to work on, but if you are interested in managing your chat configuration in Puzzel's Admin Portal instead of on your web sites, we urge you to take a look at this article and start the transition: <https://help.puzzel.com/product-documents/user-guide/puzzel-contact-centre/puzzel-administration-portal/services/chat>

### Page tracker

We are now supporting you to track the web pages your end users have been on prior to starting, and during the chat session. The feature will only track pages where chat is deployed.

Page tracker is enabled through the Admin Portal's Chat Configuration with the property "Enable page tracking [useTracker]". When enabled the page titles are shown as a description and the page urls are shown as the description's hyperlink. If the page doesn't have a title, "No title" is shown as description.

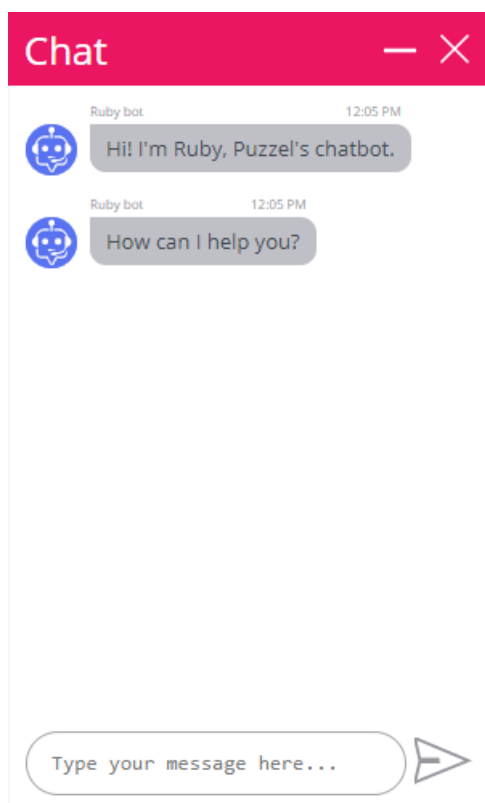
With the property "Maximum number of page tracks posted [trackerMaxTracks]" you can limit the number of previously visited pages to show when starting a chat. As default the last 30 pages are listed.

### Note

Note that the related property "Limit page tracker areas [trackerArea]" will not be continued in the new chat application.

## Bot-support

We are adding support for bot-agents. This means if you are using bot agents in our "old" chat, it will be supported in new chat. Bot agents will show a different avatar than human agents and can transfer a conversation to human bot queues. Also supported is liking/disliking bot messages (useful for bot feedback and improvement) and limiting the number of characters allowed in a response (some bot frameworks have limitations on this).



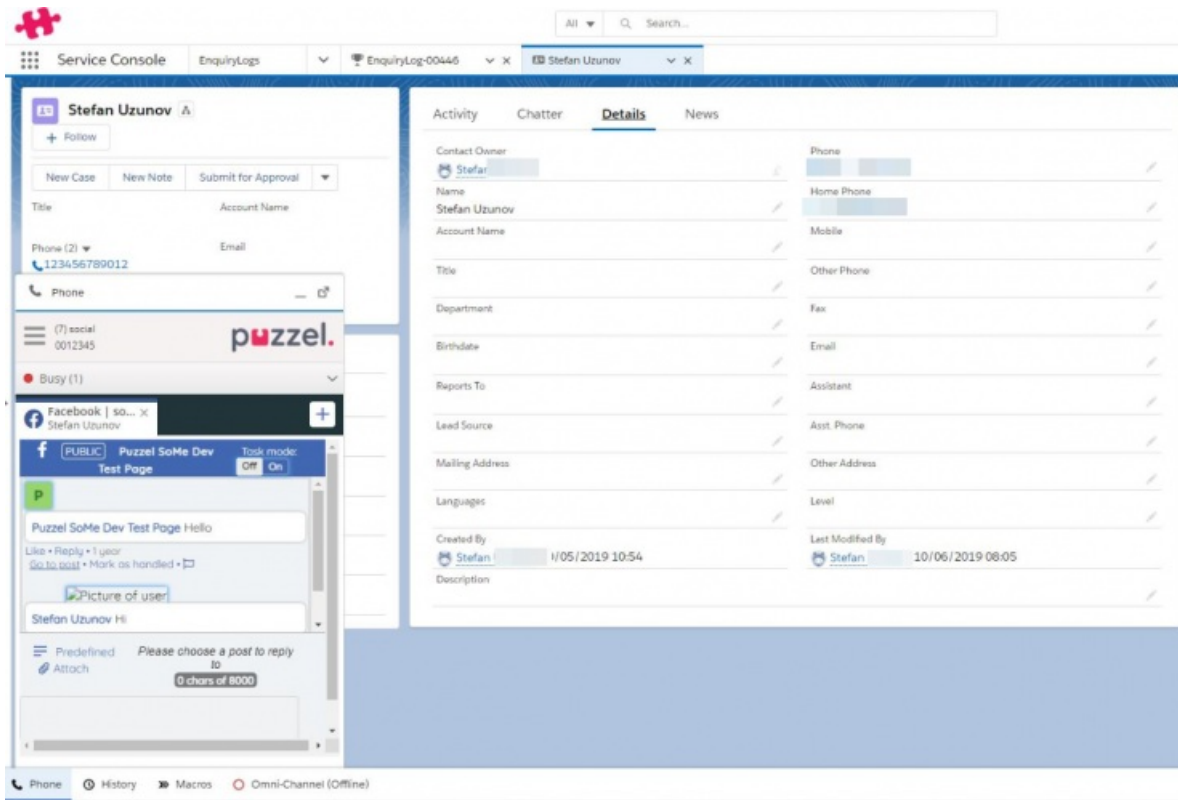
## Minor bug fixes and improvements

As always we have made some bug fixes and minor improvements. Among others we are now only asking the end user for access to the browser's notification when the notification feature is enabled in the Admin Portal's chat configuration.

## Salesforce integration

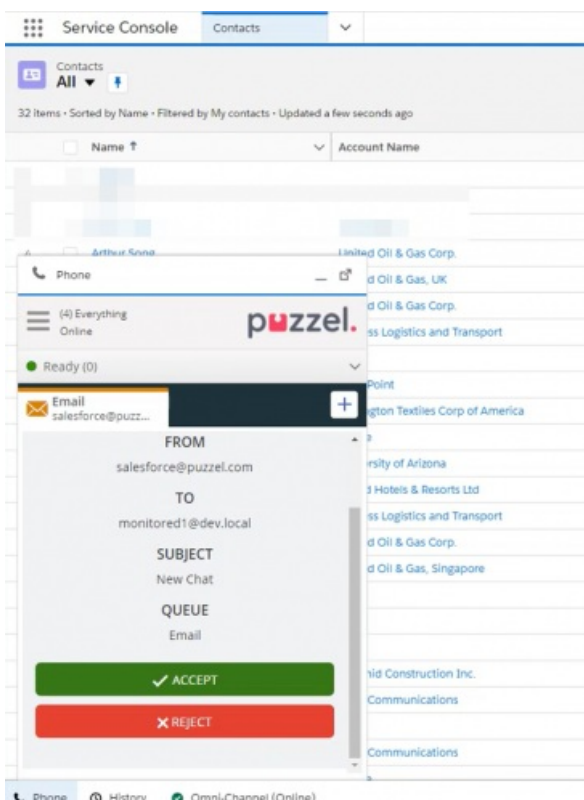
### Support for Puzzel SoMe solution in Salesforce integration

We are now enabling the agents to accept Social Media requests within Salesforce. Agents can now receive requests from all social channels [Facebook, Twitter, Whatsapp and Trust pilot] supported by Puzzel. Lookup of customer records and enquiry logging will work in a similar way as any other channels.



## Support for chats in the Salesforce omnichannel

Chat sessions in Salesforce omnichannel will now be directed through Puzzel's expert routing engine to allow agents answer Salesforce chats and other requests on the Puzzel platform on a single interface at the same time. Agents will be presented with the chat session as an email request on Puzzel Agent Application. Upon accepting, the chat session will be opened within Salesforce.



#### Note

To be able to utilise this facility, you need to have the Puzzel- Salesforce integration set up in your environment and Salesforce chat solution configured on a Site.

## Agent Assist bug fix

We have deployed a bug fix to rectify incorrect search for Swedish numbers in Media Archive for interactions. The search criteria is now improvised to include local number formats so that it is displayed in the interaction history.